



Financial Assistance Programs

Utilities

Electric

Southern California Edison

If you live in the service territory of Southern California Edison (SCE), The California Alternate Rates for Energy (**CARE**) program offers qualifying individuals and households of two or more to receive up to 30% off their electric bills. Learn more or apply by phone at **1-800-447-6620**.

If the CARE program is not right for your family, you may qualify for the Family Electric Rate Assistance program (**FERA**). This plan offers a discounted rate on your monthly Southern California Edison bill for qualifying families and households of three or more to receive an 18% discount on their electric bills.

To enroll in either program, contact SCE at the phone number on your bill, or you can apply online at <https://www.sce.com/residential/assistance/fera-care>

You may qualify for the programs based on your household size and income. Additionally, you may qualify if you or someone in your home participates in at least one of the following public assistance programs:

- Bureau of Indian Affairs General Assistance
- CalFresh/SNAP (food stamps)
- CalWorks (TANF)/Tribal TANF
- Head Start Income Eligible (tribal only)
- Low Income Home Energy Assistance Program (LIHEAP)
- Medi-Cal/Medicaid
- Medi-Ca; for families (Healthy Families A&B)
- National School Lunch Program (NSLP)
- Supplemental Security Income (SSI)
- Women, Infants, and Children (WIC)



Electric (Cont.)

Los Angeles Department of Water and Power (LADWP)

If you live within the service territory of LADWP, The **EZ-SAVE** Low Income Customer Assistance Program (formerly known as the Low Income Discount Program) offers income-qualified residential customers with a discount to help reduce the cost of electricity, water, and sewer services.

You can apply online, by mail or fax. For more information, you can see the website or call:

https://www.ladwp.com/ladwp/faces/ladwp/residential/r-financialassistance/r-fa-assistanceprograms?_afrcState=irql4ifc8_4&_afrcLoop=985718833767068

1-800-DIAL-DWP (1-800-342-5397)

Hearing impaired with a Teletype device (TDD): 1-800-HEAR-DWP (1-800-432-7397)

If you need additional bill payment assistance after enrolling in EZ-SAVE, you can call 1-800-DIAL-DWP to sign-up for Extended Payment Arrangements.



Low Income Home Energy Assistance Program (LIHEAP)

Qualified low income homeowners and renters can receive a range of energy-saving and safety services, from attic insulation, refrigerator replacement, and carbon monoxide testing, to installation of energy-saving devices, minor home repairs, furnace repair/replacement and information packets about energy conservation. For more information, contact the Maravilla Foundation at 323-721-4162 or go to the website <http://www.maravilla.org>.

Home Energy Assistance Program (HEAP)

Eligible clients who can't always afford to pay their utility bills can have their bills paid for them once a year by the Maravilla Foundation. Eligibility is determined by ZIP codes. Priority clients are senior citizens, the disabled and families with small children. For more information, contact the Maravilla Foundation at 323-721-4162 or go to the website <http://www.maravilla.org>.



Gas

Our local service provider is the Southern California Gas Company. Low income customers may qualify for 20% off your monthly natural gas bill through the California Alternate Rates for Energy (**CARE**) program. You can apply online, and no additional documentation is needed. Once your online application is submitted, you will instantly know if you qualify. Here is the website:

<https://www.socalgas.com/save-money-and-energy/assistance-programs/california-alternate-rates-for-energy>

For more information please call 1-800-427-2200.

Telecommunication devices for the speech and hearing impaired TDD/TTY are available at 1-800-252-0259 English and Spanish only.

You may qualify for the program based on your household size and income. You may also qualify if you or another person in your household is enrolled in any one of the following public assistance programs:

- Medi-Cal/Medicaid
- Medi-Cal for Families A&B
- Women, Infants & Children (WIC)
- CalWORKS (TANF) or Tribal TANF
- Head Start Income Eligible - Tribal Only
- Bureau of Indian Affairs General Assistance
- CalFresh (Food Stamps)
- National School Lunch Program (NSLP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)



Telephone

All telephone carriers must have Lifeline services for low income and/or disabled customers.

The California LifeLine Program (California LifeLine) is a state program by the California Public Utilities Commission (CPUC) that provides discounted home phone and cell phone services to eligible households. The California LifeLine discounts help consumers lower the cost of their phone bills. Only one discount per household is allowed (except for teletypewriter users and for Deaf and Disabled Telecommunications Program participants). Each household must choose to get the discount either on a home phone or on a cell phone, but not on both.

If you think you qualify for California LifeLine, contact and inform your home or cell phone company you want to apply for California LifeLine. The home or cell phone company must be an approved California LifeLine telephone service provider. Once you tell the home or cell phone company that you qualify, it will begin the application process for you.

Eligibility varies by carrier. To find out details for respective carriers, you can check on the below website and go to "Provider Search".

<https://www.californialifeline.com/en>

https://www.californialifeline.com/en/provider_search

Contacts:

1-866-272-0357 (Main General Number)

1-866-272-0349 (English)

1-866-272-0350 (Spanish)



Internet

Internet Essentials by Comcast provides technology services for people of all ages in Los Angeles County and nationwide. Services include discounted internet service for eligible low income families and individuals, and internet service providers. Income and geographic restrictions may apply for some services.

The Families Program serves households with at least one child who qualifies for the National School Lunch Program. The Housing Assistance Program serves families who currently receive HUD housing assistance. The Seniors Program is a pilot program that offers affordable internet and free computer and internet training for older adults age 62 and older, in California who receive federal or state public assistance. The Veterans Program assists low income veterans who receive state or federal assistance. Applicants to all programs must not have outstanding debt to Comcast that is less than one year old and live in an area where Comcast is available, but not have subscribed to it within the last 90 days. The programs do not require credit checks or term contracts, have no installation fees, and they include in-home WiFi service.

Internet Essentials customers are eligible to purchase a discounted desktop or laptop computer. Customers may access online tutorials about using the computer or internet, or enroll in a free computer class.

APPLICATION PROCEDURE

Call or apply online for general service. Apply online for the Internet Essentials program.

(855) 846 -8376

www.internetessentials.com

FEES/PAYMENT SOURCE

There are fixed fees for service that vary by program; call for information. The fee for Internet Essentials' program is generally \$9.95 per month, plus tax.

For more information you can also see the below website:

<https://www.211la.org/resources/service/discounted-internet-service-3>

*211 LA is a locally based, nonprofit guide to the services & information people need to navigate life in Los Angeles.